



# VA Stars & Stripes Healthcare Network

## Key Facts: FY 2005

### Organization

- Employees: 10,163
- 10 Medical centers
- 47 Community-based outpatient clinics

### Unique Patients

- 302,140
- 283,437 (male)/18,703 (female)
- 10% (under age 45), 34% (45-64), 56% (age 65+)

### Operating Beds (2,738)

- Domiciliary: 386
- Intermediate medicine: 38
- Internal medicine: 368
- Neurology: 6
- Nursing home: 1354
- Psychiatric Residential Rehabilitation Treatment Program (PR RTP): 119
- Psychiatry: 317
- Surgery: 150

### Patient Satisfaction Survey Scores

- |   | VA | VISN 4 |
|---|----|--------|
| • Inpatient Overall Quality<br>(Very good, Excellent) | 77 | 79     |
| • Outpatient Satisfaction<br>(Very good, Excellent)   | 77 | 82     |
| • Provider Wait Time<br>(20 minutes or less)          | 73 | 80     |
| • Appointment when wanted<br>(Established Patient)    | 85 | 92     |
| • Appointment when wanted<br>(New Patient)            | 84 | 92     |

### Inpatient Admissions

- 25,948

### Returning Service Members

- 2,149 treated

### Outpatient Visits

- 2.6 million visits

### Partnering Organizations

- 3 VBA Regional Offices
- 12 Vet Centers
- 6 national cemeteries
- 7 state veterans homes
- 17 medical schools

### Total Medical Care Obligations

- \$1,504,105,000